

GAIN: THE BRIDGE TO INDEPENDENCE

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CHAPTER 1000 - POST-EMPLOYMENT SERVICES

1010 OVERVIEW

Most participants secure initial, entry-level jobs with wages too low to eliminate their need for welfare benefits. Post-Employment Services are designed to help participants stay employed and attain a better job with wages which enable self-sufficiency from CalWORKs dependency.

The goal is to provide participants with the information, resources and tools to retain unsubsidized employment, improve career potential and achieve economic self-sufficiency at a living wage prior to exhausting their 60-month time limit. To this end, an array of Post-Employment Services are offered.

1011 KEY POINTS

- Continued case management will be provided to assist newly employed participants in handling new experiences on the job and CalWORKs benefit changes and encouraging them to continue their education.
- The GAIN Services Worker's responsibility is to support participants in any way necessary to ensure they stay focused on employment and career enhancement.
- Post-Employment Services are available to all working CalWORKs participants. However, participants not employed full-time may be subject to the minimum weekly welfare-to-work participation requirement.
- For single parents working 32 hours or more per week or for two-parent households in which one or both of the parents are working a total of 35 hours or more per week, post-employment activities are voluntary. Both parents in a two-parent household may opt for Post-Employment Services.
- Participants who are employed full-time (32/35 hours per week) are eligible for Post-Employment Services for up to 12 months from the date their cash aid is terminated, as long as participants remain employed full-time and their employment is documented and on file.
- Participants who are still eligible for cash aid and are working at least 32/35 hours per week may receive Post-Employment Services until they exhaust their 60-month time limit.
- Employed participants not aided on CalWORKs cash assistance within the last 12 months are ineligible for Post-Employment Services.

Example: Fourteen months being terminated from cash assistance, a participant calls her GAIN Services Worker (GSW) and requests Post-Employment Services. She is employed full-time at a discount store and would like to complete her GED in order to attain a higher paying job. Since the participant last received cash assistance 14 months ago, she does not qualify for Post-Employment Services and the request is denied.

- If the full-time employed participant opts for Post-Employment Services, he/she is referred for a career assessment before being assigned to any post-employment service activity.
- The GAIN Eligibility Activity Reporting System (GEARS) inventory includes post-employment service providers and information on available programs.

1012 POLICY

The purpose of providing Post-Employment Services is to help participants adjust to their new working situation and provide them with the information, resources and tools they need to believe in themselves and successfully go through the process of getting a job, a better job and a career.

All participants will be encouraged to take advantage of the services so they may secure self-sustaining employment and achieve lasting independence from welfare.

.1 Who Will be Offered Post-Employment Services?

Post-Employment Services are offered to all employed participants working full-time (32/35 hours per week) who are still eligible to CalWORKs cash assistance or were terminated from cash aid but have received cash aid within the last 12 months.

Post-employment activities are **voluntary** for CalWORKs participants who are working 32/35 hours or more per week. These services, with emphasis on job retention, are also available for up to 12 months to former recipients who are earning enough to make them ineligible to cash assistance.

.11 Post-Employment Services Eligibility Period

The following participants are eligible to receive Post-Employment Services for a period of up to 12 months from the date their CalWORKs cash aid was terminated:

- .111 Employed participants whose CalWORKs cash aid was terminated for any reason, as long as they are currently

employed full-time and their employment is documented and on file.

- .112 Former CalWORKs participants who became employed full-time, anytime within the 12-month period from the date they were discontinued/terminated from CalWORKs cash aid.

.12 Post-Employment Services Availability

- .121 Post-Employment Services are available only if:

- (a) not provided by the employer, or the entity that arranged the job placement, if other than the County;
- (b) not available from other sources or other organizations; and/or,
- (c) needed for the individual to retain employment, or needed to advance to new employment that may provide greater income or better benefits.

.13 Post-Employment Services Unit

Cases with employed participants working 32 hours per week (single parent household) or 35 hours per week (two-parent household) are not to be deregistered but are to be transferred to the Post-Employment Services (PES) Unit.

Workers in the PES Unit: (1) offer/provide the participant supportive services, as well as other services deemed necessary for the participant to maintain his/her employment, and (2) control the case for a three-month review and verification of employment.

.2 What Type of Post-Employment Services are Available?

All employed participants will be encouraged to take advantage of Post-Employment Services so they may secure self-sustaining employment and achieve lasting independence from welfare.

.21 List of Post-Employment Services

- (a) Continued Case Management
- (b) Job Retention Services
- (c) Earned Income Tax Credit (EITC) counseling

- (d) Career Assessment
- (e) Opportunities for continued educational development
- (f) Skills training designed for upward career mobility
- (g) Work Experience
- (h) Life skills instruction
- (i) One-to-one mentoring
- (j) Continued supportive services
- (k) Rapid re-employment services
- (l) Specialized Supportive Services (Substance Abuse/Mental Health/Domestic Violence Services)

.22 Definitions of Services

.221 Job Retention Services

Assist the participant with keeping his/her job by working with the participant to find a resolution to any barrier.

Example: A participant (single parent) got a high paying job in construction but soon found that he couldn't get along with one of his key crewmen. In addition, his three children came down with bad cases of the flu. The participant felt he should be at home with his kids, particularly since he did not enjoy working with his co-worker. The participant was on the verge of quitting when he talked with his GSW. The GSW immediately arranged for a mentor.

Using the advice and guidance of both his mentor and GSW, the participant was able to persuade his sister to stay with his children temporarily. In addition, he approached the co-worker to talk out their differences. As a result, the relationship improved and the participant stayed on the job.

.222 Opportunities for Continued Educational Development

Working participants are encouraged to continue their education or pursue available courses around work hours to enhance their career opportunities.

Example: A participant landed a sales job at a major department store. She wants to work toward a better job in management, which requires at least a high school diploma and job experience. The GSW connects the participant with her local community college for weekend and evening classes to obtain her GED (high school equivalency) certificate. After receiving her GED, she is approved for financial aid and enrolls in a business administration program in pursuit of her career path.

.223 Skills Training

Improve the skills and earnings for the working parent, both on and off the job, for upward career mobility.

Example: A GAIN Services Worker informs several CalWORKs participants who are hired by a large hospital as clinical aides and nursing assistants of the availability of on-site training. The Workforce Investment Board can arrange to provide in-service training to entry-level employees in technical and professional skills needed at the hospital if there is enough interest. The participants are interested and sign up for the on-site classes leading to certification as X-ray technicians.

.224 Life Skills Instruction

Assist working parents with time and money management, parenting skills and employee responsibilities.

Example: After accepting a job as a food packer, a participant found that she was spending too much of her paycheck on stylish clothing, and that her noon to 8:00 p.m. work hours were causing her to have discipline problems with her kids. The GSW recommends and helps the participant enroll in a seminar at the local adult school designed to help working mothers with time and money management, parenting and other challenges for single parents.

.225 Continued Supportive Services

Improve the earning potential of the participant by covering the cost of child care, transportation and ancillary expenses associated with continued education, skills training or any other approved Post-Employment Services activity.

Example: A participant gets a job as a bagger and stock clerk at the neighborhood market. She enrolls three evenings a week at the local adult school for vocational training as a grocery checker. The participant needs her child care provider to be with her children while she goes to adult school so child care payments are authorized for the hours she goes to school.

.226 Rapid Re-employment Services

Assist CalWORKs participants who lose their jobs with immediate job search assistance or referral to the regional job developer or job services contractor or the entity that arranged the job placement.

Example: Shortly after getting a job, a participant had a heated argument with her boss and was fired. Her GSW immediately refers the participant to job services where a job developer works with her to determine the reasons she had problems with the boss. They identified the problem as a misunderstanding of work duties. The participant's skills were matched to a job opening by the job developer. Before referring the participant for an interview, the job developer made sure that she clearly understood the company's expectations. The participant was hired within seven days of losing her old job.

.227 Mentoring Services

Assist participants in coping with the working lifestyle and achieving their career goals.

Example: Less than one month after getting a job, a participant found that her children were not adapting well to her being away from home. This made it difficult for her to concentrate on her sales job, and her boss began finding fault with her performance. At the suggestion of her GSW, the participant contacted a local faith-based organization and secured the help of a volunteer who meets with her regularly to support her sagging confidence and offer practical advice in helping her children accept their new living arrangement. In time, the children's behavior improved, as did the participant's job performance.

.228 Substance Abuse/Mental Health/Domestic Violence Services

Assist participants overcome barriers to employment.

Example: A participant got a job in a garment factory. Six weeks into the job, she called to tell her GSW that her boyfriend had beaten her and felt unable to continue working. The GSW offered the participant emotional support and referred her to a domestic violence shelter that provides a full range of residential and nonresidential services. The counselor at the shelter helped the participant to acknowledge the abuse and review options. Two weeks later, the participant and her children moved into the shelter and she was able to retain her job.

.3 Continued Case Management

Continued case management is provided to participants working full-time (32/35 hours per week) to support them in any way necessary to ensure they stay focused on employment and the rewards it provides. The GSW's supportive relationship with the participant increases the potential that the participant remains employed and is motivated to opt for Post-Employment Services.

Participants are allowed the time to adjust to work and its challenges. The GSW provides moral support and encouragement during this time of change. When employment has been continuous for more than 30 days, the GSW discusses availability of Post-Employment Services with the participant as a means of moving toward a better job and a career. Some participants may opt for Post-Employment Services during their first months of employment while others may opt to wait until later. The GSW's knowledge of available Post-Employment Services is essential.

.31 The Roles of the GSW and the Participant

.331 The GSW's role includes the responsibilities discussed below:

- (a) Helps the participant to understand the changes in earnings and benefit levels needed to help improve their budgeting skills. The GSW is to assist the participant to understand the components of a paycheck, begin establishing goals and a budget to achieve and/or maintain economic self-sufficiency.

- (b) Explains income-reporting responsibilities and periodically follows up with the Eligibility Worker to ensure that they are being met.
- (c) Provides/explains option of ceasing CalWORKs cash grant to preserve the 60-month time limit clock if the cash grant is below \$100.
- (d) Provides advice about continued transitional benefits and facilitates the authorization through the Eligibility Worker.
- (e) Promotes the availability of the Earned Income Tax Credit (EITC) as a way of increasing monthly or yearly income.
- (f) Informs the participant of the availability of Post-Employment Services and supportive services which are allowed. Supportive services for [child care](#), [transportation](#) and [work-related expenses](#) are available in addition to counseling/treatment services for [domestic violence](#), [substance abuse](#) and [mental health](#) problems.

.332 The participant's responsibilities include:

- (a) Keeping the GSW informed of changes which affect GAIN participation or supportive services needs. The GSW encourages this through regular contact with the participant.
- (b) Participating at least 32 hours per week (for single parents) and 35 hours per week (for two parent households).

Both parents in a two-parent assistance unit may contribute to the 35 hours. However, only one parent will be brought into GAIN. The GAIN participant will be required to participate the required hours to meet the minimum participation requirements. When both parents contribute to meeting the 35-hour weekly participation requirement, the parents may also split the 20-hour core participation requirement. However, at least one parent must participate a minimum of 20 hours in core or non-core activities, (e.g., a split of 18 hours for one-parent and 17 for the other is not permissible).

Note: A family that includes a disabled or timed-off parent is considered a one-parent family.

.32 Three-Month Evaluation

Intensive job retention, case management services are mandatory for the first three months of full-time employment.

The GSW is to support the participant in the transition to a working lifestyle by aiding in the resolution of any barriers to continued employment and to refer the participant for additional Post-Employment Services to support job retention as needed and requested.

Following the initial three-month period, the GSW offers Post-Employment Services to the participant, if applicable, and evaluates and documents whether there is a need for continued case management.

The evaluation includes verification of continued employment and compliance with income reporting requirements in the participant's QR7, Quarterly Eligibility Status Report.

In the event of initial job loss, the GSW promptly diagnoses the cause, assists the participant in overcoming any problems contributing to the job loss and facilitates immediate access to job services in order to achieve re-employment as quickly as possible.

.4 Providers of Post-Employment Services

The GEARS inventory provides comprehensive information on Post-Employment Services programs by educational and vocational training providers. Many of the same providers offering pre-employment services also offer programs for working parents.

The inventory allows for informed decisions about the variety of services from which to select (i.e., number of hours, length of program, brief description of program, what occupations are available after training, etc.).

.41 Provider Selection

Providers are selected matching the city of the participant to the training providers in that city/nearby city.

.42 Provider Selection Criteria

.421 The following criteria are taken into consideration when referring participants to Post-Employment Services providers:

- (a) CalWORKs participant's choice;
- (b) Location/hours of operation;
- (c) Availability of appropriate programs; and
- (d) Availability of child care.

.5 Post-Employment Career Assessment

If the participant who is employed full-time opts for Post-Employment Services, he/she is referred to a career assessment before being assigned to any post-employment service activity.

.51 Development of Participant Career Plan

The vocational assessor and the GAIN participant, using assessment test results and the career development information, develop the participant's career plan.

.52 Career Assessment Plan

The career assessment plan includes the path for moving the participant to a better job and to a career. The need for job retention skills, mentoring, education/training, life skills training and/or supportive services is described. The need for mental health, substance abuse or domestic violence services is identified, if appropriate. The GSW and the participant will select providers to match the services described in the career assessment plan.

.6 Progress Reporting

The GN 6070, Progress Report for Education, Training, Post-Employment Services and Work Experience Programs, is used for monitoring progress and attendance in all post-assessment WtW activities. However, participation in post-employment activities is voluntary for participants employed full-time; therefore, sanctions do not apply.

Upon receipt of an unsatisfactory GN 6070, the GSW must generate a GN 60106 appointment letter to schedule the participant within one workday to discuss the problem. When appropriate, the GSW should also consult with

the service provider to determine the best strategy for helping the recipient to progress in the assignment.

.7 Time Limits

The 60-month time-limit clock stops when the participant has received cash aid for 60 months and is not restarted by the receipt of Post-Employment Services.

.8 Earned Income Component (EIC)

The EIC transportation and child care component is a component used for the authorization and retroactive authorization, if needed, of supportive services needed by the participant for job retention.

Note: The EIC component is not used for employment tracking. The employment tracking function is performed by using exemption “tracking” [Codes 10](#) and [13](#).

.81 Use of the EIC Component

The EIC component is used to authorize transportation, work-related expense ancillary payments and/or child care for current and former CalWORKs participants. These services are for participants who are eligible for PES but decline other Post-Employment Services such as educational activities.

.82 Updating GEARS with the EIC Component

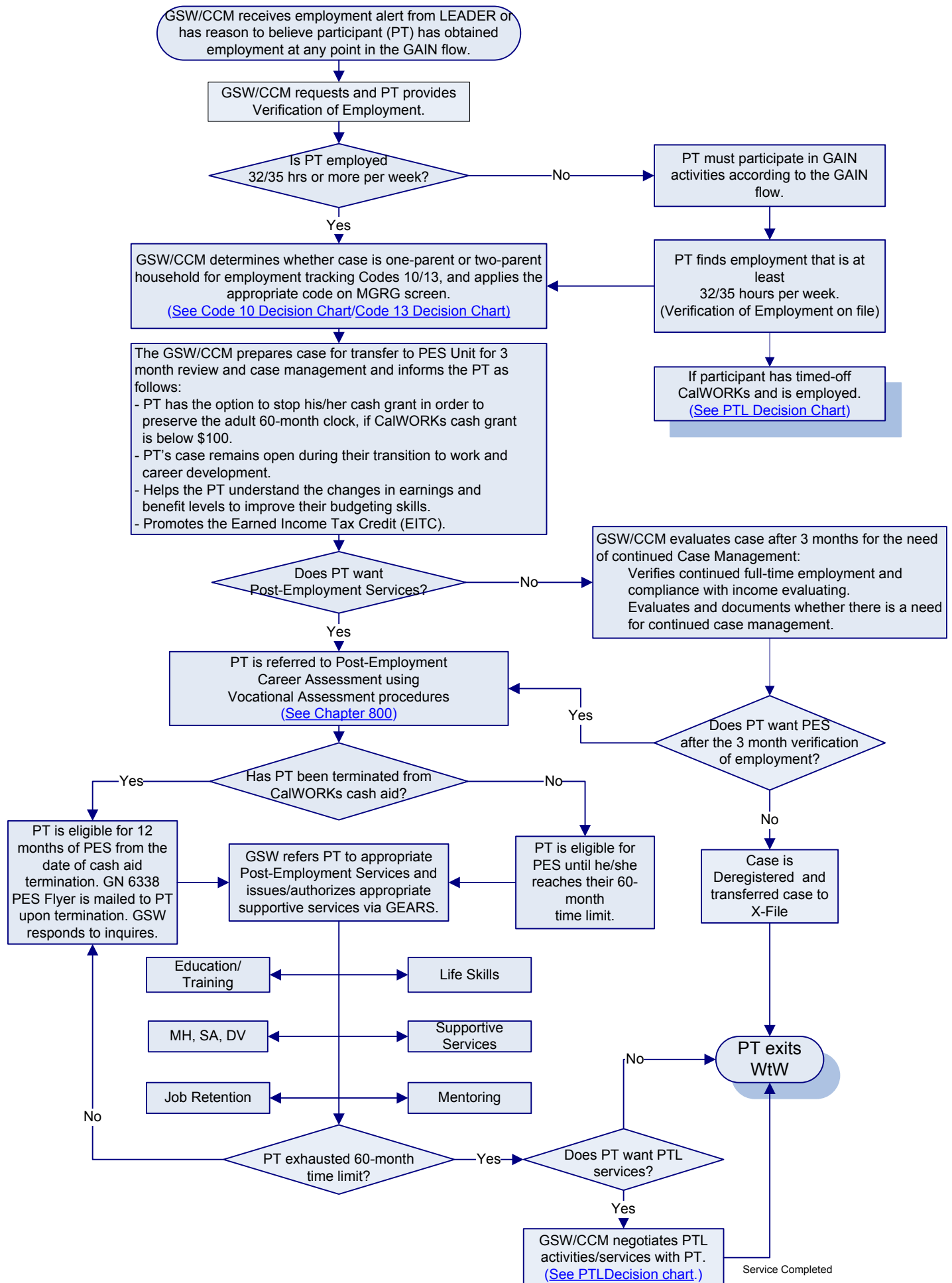
GEARS is updated within one workday to add the EIC component for eligible participants only after he/she completes a GN 6151, GAIN Transportation & Ancillary/Work-Related Request Form, requesting supportive services.

.9 GEARS Screens LEADER Employment Selection (SLEM) and Inquire LEADER Employment (ILEM)

GEARS screens SLEM and ILEM are information only screens through which GAIN staff are notified of participant employment information provided to eligibility staff. These screens capture and display data transmitted from the EW via LEADER.

Neither the SLEM nor ILEM screen is linked to the Participant Employment Selection (IEPL) or Employment Placement Maintenance (MEPF) GEARS screens used by GAIN staff for employment tracking.

- .91 GEARS screen SLEM displays the history of employment records.
- .92 GEARS screen ILEM is accessed from the SLEM screen. This screen displays the detailed employment information of a selected employment record.
- .93 GSWs receive an alert whenever LEADER transmits employment information to GEARS requiring verification of new employment or the end date of an existing employment.
- .94 The GSW verifies the number of hours of employment and rate of pay within one workday of receiving an alert.
- .95 The MEPF screen is updated with the verified employment information within one workday.

1013.1 Post-Employment Services (PES) Decision Chart

1013.2 Employment Reporting and GEARS updates

